NETWORK MANAGER REPORT

NOVEMBER 2009

SUBMITTED BY Barrett Gilbreath, General Manager

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OVERVIEW

Operations

The end of November brings to a close the peak of the renewal season for many of our state partners. During the month of November, Alabama Interactive (AI) implemented one new application and completed change management updates for five existing applications.

Highlights for the month were:

- The Alabama Home Builders Licensure Board had over 7,000 license renewals during this year's normal renewal period, while increasing the number of inactive renewals by over 70% from 2008. The late renewal period for the Home Builder renewal begins December 1st.

- Alabama Heating and Air Conditions Contractors Board license renewals are up 22% from November 2008 to November 2009. The application allows contractors to renew their license Heating and Air Conditioning license online.

- The Alabama Secretary of State online Uniform Commercial Code filing has increased 9% from November 2008 to November 2009. This service benefits lenders or businesses who frequently submit UCC-1 and/or UCC-3 filings with the Alabama Secretary of State.

- AI made several updates to applications in November, including an update to the Child Health Insurance Program, AllKids, for the Alabama Department of Public Health. This update allows making online payments easier for users of AllKids Health Insurance Program.

- Since its launch in September 2009, the Accident Report Sales for the Alabama Department of Public Safety has processed over 1,600 crash reports processing almost $30,000 for the Department. The service allows the public to obtain interactive crash reports instantly online.

- The Alabama State Bar renewal application experienced a 22% increase from November 2008 to November 2009. This application allows attorneys to renew their State Bar licenses online.

- AI completed significant updates for the Alabama Board of Professional Engineers and Land Surveyors Firm Renewals. The application allows companies to renew their Certificate of Authorization once their licenses have been renewed.

- AI launched a merchant service application for the Alabama Department of Environmental Management. This application will allow users to pay invoices for underground storage tanks online.

Marketing

Alabama Interactive's marketing team stayed extremely busy during the month of November, with renewal season coming to a close and hunting season in full swing. This has been a strong year for both new applications and applications which have been in production for several seasons. The focus for the marketing team during November was completing the busy license renewal season and preparing for the implementation of several new online applications scheduled to go live in December 2009 and January 2010.

Customer Service

In November, Alabama Interactive's customer service team completed the "Partner Love Notes" campaign, implemented by our parent company, NIC Inc. These notes came from many of our state partners and expressed how much they appreciated the hard work and dedication the Alabama Interactive team gives each one of its partners. Robin Hancock, Chief Child Labor Inspector of the Alabama Department of Labor said, "From our first meeting, NIC was able to meet all our needs and handle every problem we sent their way. Each step of the process was thoroughly explained and their availability by phone, email or in person was outstanding. The self funded model chosen to suit our needs has worked perfectly for us. Our department has gone from an antiquated paper based system to a very efficient and streamlined online system and we have your company to thank. We …look forward to a long term working relationship."

As several different agencies' license renewals came to a close, many constituents required last minute help to complete their 2010 renewal successfully. The influx of calls and emails kept the customer service team especially busy.

Development

During the month of November the AI Dev-Share team held one meeting. During this meeting the Dev-Share team discussed all aspects of the Payment Engine interface. This was used as a training session for new employees and a refresher course for those on the team who have been through the training before. The team covered the many different reports available through the Payment Engine and how to use each report to help with of the development of several applications. The Dev-Share team also discussed the process of setting up new Merchant accounts and Service Codes within the system.

The development team has stayed busy continuing to re-write legacy PERL applications and some legacy Java applications. During November, the team was able to re-write six applications and have them ready for testing. The goal is to have all legacy PERL applications re-written by summer of 2010. This will be helpful to the development team as it will make maintenance on these applications much easier. It will also allow the team to erase the need for the legacy application servers and allow all applications to be fully hosted on the new virtual servers.

PROJECT REPORT

Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by AREC	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	04/02/2009
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	04/28/2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	05/13/2009
Alabama Board of Court Reporting	Initial License Application	Allows users to apply for license online	06/04/2009
Alabama Department of Insurance	Merchant Service	Merchant service for Producer Directory CD	06/09/2009

Alabama Department of Labor	Child Labor Work Certificates	Allows employers to purchase work certificates for employed minors	8/04/2009
Alabama Real Estate Commission	Official Document Printing	Allows licensee to approve or license via menu	8/18/2009
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	8/28/2009
Alabama Department of Public Safety	Accident Report Sales	Allows users to retrieve Crash Reports online	09/01/2009
Alabama Real Estate Commission	New School Registration	Allows instructors to register as an accepted real estate school	09/14/2009
Alabama Department of Revenue	Construction Fee Return	Allows general contractors to file and pay their Construction Fee tax online	10/1/2009
Alabama Board of Heating, Air Conditioning and Refrigeration Contractors	Refrigeration Contractors Renewals	Allow Refrigeration Contractors to renew their State licenses online	10/1/2009
Alabama Onsite Wastewater Board	License Renewal	Allows license installers, etc. to renew online	10/1/2009
Alabama State Bar	Exam Application	Allows law school graduates to apply to take the Bar Exam online	10/16/2009
Alabama Department of Environmental Management	Merchant Service	Merchant service for the payment of Bacterial Water invoices	10/26/2009
Alabama Department of Environmental Management	Merchant Service	Merchant Service for payment of underground storage tank	11/30/2009

Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Transliterators	Permit and License Renewals	Updates to existing fees	02/27/2009
Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009

Alabama Department of Public Safety	Merchant Service	Update to field in Web service	02/27/2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009
Alabama Criminal Justice Information Center	Criminal Histories	Add notification of discount quantities	03/20/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Allow county users to change license type	03/27/2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	04/01/2009
Alabama State Board of Social Work Examiners	License Renewals	Creation of intranet for license renewal	04/02/2009
Alabama Real Estate Commission	Certifications	Updates to existing applications	04/03/2009
Alabama Board of Education	Merchant Service	Updates to existing application	04/06/2009
Alabama Bar Association	Annual Registration	Update to 2009 conference registration	04/21/2009
Alabama Board of Cosmetology	License Renewal	Updates to existing application	04/30/2009
Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	05/04/2009
Alabama Farmer's Market	Shopping Cart	Rewrite of current application	05/08/2009
Alabama Board of Cosmetology	License Renewal	Update to fees	05/13/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Updated functionality and added inter agency transfer	05/15/2009
Alabama Board of Nursing	Reinstatement	Updates to existing application	05/20/2009

Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	05/22/2009
Alabama Alcoholic Control Board	License Renewal	Adding interagency transfer to renewal, updates to dates	06/01/2009
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	06/02/2009
Alabama Secretary of State	Uniform Commercial Code Filings	Allow several amendments to a single file to occur in the same day	06/06/2009
Alabama Board of Nursing	Endorsement Application	Updates to email receipt	06/12/2009
Alabama Board of Court Reporting	Renewal Application	Updates to existing application	06/15/2009
Alabama Board of Cosmetology	Renewal Application	Add Discover and American Express payment options	06/22/2009
Alabama Home Builders Licensure Board	Expired Application	Rewrite of existing application	06/22/2009
Alabama Board of Cosmetology	License Renewal	Change late fees for all renewal types	07/01/2009
Alabama Home Medical Equipment Services Providers	License Renewal	Date changes to existing application	07/01/2009
Alabama Department of Revenue	Trip and Fuel	Updates to existing application	07/06/2009
Alabama Board of Registration for Foresters	License Renewal	Updates to existing application	07/06/2009
Alabama Department of Conservation and Natural Resources	Becoming an outdoor woman	Updates to fall registration	07/15/2009
Alabama Board of Auctioneers	License Renewal	Update to existing application	07/20/2009
Alabama Department of Mental Health	Exam	Change name and Certificate	07/21/2009
Alabama Department of Conservation and Natural Resources	Coastal Bird fest	Update to existing application	07/24/2009
Alabama State Board of Respiratory Therapy	License Renewal	Date changes to existing application	07/31/2009

Alabama Board of Physical Therapy	License Renewal	Flag address changes	08/01/2009
Alabama Real Estate Appraisers Board	License Renewal	Update to existing application	08/01/2009
Alabama Board of Social Work Examiners	License Renewals	Rewrite of current application	08/04/2009
Alabama Board of Nursing	Verification Status Check	Rewrite of current application	08/05/2009
Alabama Criminal Justice Information Center	Criminal Histories	Added sex offenders	08/10/2009
Alabama Department of Conservation and Natural Resources	Intranet - DCNR Pay	Update to existing application	08/11/2009
Alabama State Board of Public Accountancy	License Renewal	Rewrite of current application	08/17/2009
Alabama Real Estate Commission	Menu	Update to existing application	08/18/2009
Alabama Real Estate Commission	School Renewal	Text and date changes	08/18/2009
Alabama Real Estate Commission	Instructor Renewal	Text and date changes	08/18/2009
Alabama Department of Revenue	Abandon Vehicles	Update to existing application	08/31/2009
Alabama State Board of Chiropractic Examiners	Individual Verification	Allows users to verify chiropractic licensees	08/31/2009
Alabama Board of Nursing	LPN Renewal Updates	Update to existing application	09/01/2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	09/03/2009
Alabama Board of Examiners for Speech-Language Pathology and Audiology	License Renewal	Updates to existing application	10/01/2009
Alabama Department of Public Health	Facility Renewals	Updates to existing application	10/01/2009
Alabama State Board of Licensure for Professional Engineers and Land Surveyors	License Renewal	Updates to existing application	10/01/2009

Alabama State Banking Department	Small Loan	Rewrite License Renewals	10/01/2009
Alabama Home Builders Licensure Board	License Renewals	Application Rewrite	10/01/2009
Alabama Board of Optometry	License Renewal	Updates to existing application	10/01/2009
Alabama Plumbers and Gas Fitters Examining Board	License Renewal	Updates to existing application	10/01/2009
Alabama Board of Examiners in Marriage and Family Therapy	License Renewal	Updates to existing application	10/01/2009
Alabama State Banking Department	License Renewal	Rewrite of existing application	10/01/2009
Alabama State Banking Department	Bank Renewal	Updates to existing application	10/01/2009
Alabama Department of Public Health	EMS Provider	Rewrite of existing application	10/16/2009
Alabama State Board of Veterinary Medical Examiners	License Renewal	Update to existing application	10/19/2009
Alabama Department of Revenue	Revenue Export File	Updated file for ETC, ET8, PSE and Tax Estimation	10/26/2009
Alabama Department of Public Health	Child Health Insurance Program	Rewrite of existing application	11/05/2009
Alabama Farmers Market Authority	Shopping Cart	Update to Intranet	11/06/2009
Alabama State Board of Licensure for Professional Engineers and Land Surveyors	Firm Renewal	Updates to existing application	11/10/2009
Alabama Development Office	Annual Survey	Update to existing application	11/20/2009
Alabama Board of Examiners of Landscape Architects	License renewal	Update to existing application	11/30/2009

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in agency testing	TBD
Alabama Board of Cosmetology	Group Verifications	Allows users to verify licenses	This application is in agency testing	August 2009
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in agency testing	October 2008
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in agency testing	TBD
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in agency testing	July 2009
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in agency testing	TBD
Alabama Board of Chiropractic Examiners	Reinstatement	Allows licensees to reinstate license	This application is in agency testing	October 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in agency testing	September 2009
Alabama Department of Conservation and Natural Resources	5 Rivers	Merchant Service	This application is in agency testing	September 2009

Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in internal testing	October 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in internal testing	March 2010
Alabama Department of Child Abuse & Neglect Prevention	Fatherhood Forum	Allows single fathers to ask the agency and other single father's questions.	This application is in internal testing	January 2010
Alabama Department of Conservation and Natural Resources	Boat Registration Rewrite	Rewrite of existing Boat Registration application	This application is in internal testing	January 2010

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	June 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in pre-project phase	October 2008
Alabama Department of Revenue	Unclaimed Vehicle Report	Provides subscribers with unclaimed vehicle information	This application is in pre-project phase	TBD
Alabama Criminal Justice Information Center (ACJIC)	Mapping Crime Stats	Allows users to see interactive crime maps	This application is in pre-project phase	TBD
Alabama Department of Child Abuse & Neglect Prevention	Grant Application	Allows users to apply for grants online	This application is in pre-project phase	April 2010

Alabama Department of Purchasing	Vendor Registration	Allows vendors for the state to register online	This application is in pre-project phase	TBD
Alabama Board of Nursing	Initial approval for AP Nursing CNM/CRNP	Allows CRNP and CNM to apply for a collaborative license	This application is in development	November 2009
Alabama Supreme Court	Merchant Service	Allows attorneys to pay for online filings	This application is in pre-project phase	TBD
Alabama Alcoholic Beverage Control Board	E-packets	Allows agents to submit monthly paperwork electronically	This application is in pre-project phase	January 2010

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding sex offender registry data	This application is in development	TBD
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in agency testing	December 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in internal testing	April 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Revenue	Motor Vehicle	Motor vehicle intranet	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2010
Alabama Department of Conservation and Natural Resources	Intranet for Existing Pay Application	Updates to existing application	This application is in internal testing	June 2009
Alabama Real Estate Commission	Certification	Updates to existing application	This application is in development	June 2009
Alabama Board of Nursing	Address change form	Updates to existing application	This application is in the pre project phase	August 2009
Alabama Real Estate Commission	Instructor Renewal	Update to dates and receipt page	This application is in the pre project phase	June 2009

Alabama Board of Nursing	Subscription Updates	Updates to existing subscriptions	This application is in development	July 2009
Alabama Board of Nursing	Intranet Report	Update to existing reports	This application is in development	July 2009
Alabama Board of Cosmetology	License Renewals	Updates to existing application	This application is in development	July 2009
Alabama Board of Nursing	License Reinstatements	Updates to existing application	This application is in agency testing	September 2009
Alabama Board of Nursing	Nursing Exam	Update Regulatory questions	This application is in agency testing	September 2009
Alabama Board of Nursing	Nursing Endorsement	Updates to existing application	This application is in agency testing	September 2009

Service Request #216

Alabama Alcoholic Beverage Control Board – eCitation Application

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board is added to the network. The online application will be a transaction fee service.

MONTH IN REVIEW

Total November AI Network Transactions:	428,154
Average Successful Request per Day:	14,272
Total November alabama.gov Visitors:	906,180
Total November alabama.gov Page Views:	1,907,933
Total November alabama.gov Chats or Offline Messages from Live Help:	106

OPERATIONS & ADMINISTRATION

With renewal season coming to an end Alabama Interactive's project managers have been working very close with each of our partners to ensure successful launch of all renewal applications. The team is working on a number of new applications to launch before the end of the year and looks forward to continuing a smooth and successful renewal season.

OTHER BUSINESS/IN CLOSING

In closing, November brought the beginning of the end of the renewal season and the end to a very busy month. We are looking forward to the coming months with new service offerings, license renewals and higher adoption.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1988, or email at barrett@alabamainteractive.org

Respectfully Submitted,

Barrett Gilbreath